



Tapping House in collaboration with The National Lottery Community Fund

JOB DESCRIPTION

Job Title:	Child and Family Support Worker
Reporting To:	Care Support Lead
Location:	Tapping House, Hillington, PE31 6BH
Hours of work:	Part Time (Up to 22.5 hours per week)
Salary:	£30,000.00 - £32,500.00 FTE, dependent on experience.
Annual Leave:	25 days (increasing to 27 after 5 years and 31 after 9 years) FTE plus, public holidays.

Role Summary:

Tapping House is a leading provider of palliative care services in Norfolk. We are an independent charity delivering innovative and specialist rehabilitative therapy, end of life care and bereavement services.

Reporting to the Care Support Lead, we have an exciting opportunity for a Child & Family Support Worker (CFSW) to join our team providing emotional support for children, young people and their families who are affected by life-limiting illness and into bereavement.

The post holder will directly influence patient care by providing a support service to children and young people (CYP), and their families, to promote positive mental health and outcomes. They will also assist with the implementation of the Tapping House Compassionate Communities CYP Strategy, led by the Community Development Worker - Children & Young People (CDW-CYP).

The post holder will have proven abilities in working with children and young people both on an individual basis and within families.

Main Responsibilities

- To deliver support, information and guidance to families and professionals, as the key supporting adults around a child, enabling them to provide appropriate support to children and young people.
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- To identify and maintain suitable CYP related information, resources and services and offer guidance and support to Tapping House colleagues to ensure they are equipped to appropriately support, signpost or refer families.
- To work collaboratively with hospice colleagues to identify children and families in need of support, ensuring appropriate referrals are received, managed effectively, and that thorough assessments of each child's needs are carried out.
- To hold a caseload, coordinating ongoing care where needed, and appropriately communicating via the Multi-Disciplinary Team.
- To establish goals with individual children and young people and directly provide, or oversee, high quality interventions to CYP who are affected by a patient's life limiting illness and subsequent death into bereavement, either face to face or online, via 1:1 sessions or on a group work basis, as appropriate.
- To complete and maintain up to date, comprehensive patient records.
- To collect data, monitor and evaluate interventions and provide timely and effective reports on outcome measures.
- To advocate for the needs and rights of children and young people, ensuring their voice is heard and valued.
- To sit as part of the Hospice Safeguarding Team, supporting CYP and their families, alongside staff to ensure children's needs are advocated for.
- To support referrals to other services where families require additional or other specialist support.
- To assist in the continuing development of services for CYP, either individually or in groups, to safely and creatively explore their emotions regarding life limiting illness, loss and bereavement, as part of the wider Compassionate Communities CYP Strategy.
- To promote and raise awareness of the hospice and Tapping House's offer to children and young people, their families and wider communities.
- Be responsible for ensuring own supervision, continuing professional development and mandatory training.

General

- To uphold the Hospice's vision and values at all times
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- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- **Information Security, Confidentiality, and Records Management:**
The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training	<p>A recognised professional qualification at Diploma or Degree level in health, social care, counselling, youth and community work or related discipline.</p> <p>Post qualification experience.</p>	<p>Post qualification training in bereavement, trauma or child mental health.</p>
Experience and Skills	<p>Experience of supporting children and adults through loss and bereavement.</p> <p>Strong understanding of attachment theory, trauma-informed care, and developmental responses to grief.</p> <p>Working with children and families around emotional and developmental needs.</p> <p>An ability to communicate openly and sensitively.</p> <p>Highly developed interpersonal and written skills, including listening, empathy and advocacy and ability to work with issues of loss and grief.</p> <p>Good team working skills and commitment to working collaboratively within a multi-disciplinary team.</p> <p>Good planning and organisational skills.</p>	<p>Experience in working in a hospice, health or social care environment.</p> <p>Wider knowledge of palliative/ end of life care.</p> <p>Use or SystmOne or alternative Client/ Patient electronic system.</p> <p>Experience of leading/ facilitating support groups for children, young people and families.</p> <p>Experience of advocating for children and young people.</p>

	<p>Confidence and ability to use initiative and creative problem solving.</p> <p>IT skills, including Microsoft Office applications.</p> <p>Sound knowledge of safeguarding children.</p>	
<p>Personal Attributes</p>	<p>High level of self-awareness and commitment to both personal and professional development.</p> <p>A compassionate and understanding demeanour.</p> <p>A flexible approach to tasks undertaken whilst ensuring compliance with the organisation's standards.</p> <p>Team player.</p> <p>Be confident, driven and demonstrate a mature and calm approach.</p> <p>Motivation.</p> <p>Reflective practitioner.</p> <p>Full driving licence and access to a vehicle.</p> <p>Willingness to work flexible hours including occasional evening and weekend work.</p>	